



**INSTITUTE OF PUBLIC HEALTH
COLLEGE OF MEDICINE AND HEALTH SCIENCES
UNIVERSITY OF GONDAR**

**Client Satisfaction and Associated Factors at outpatient Department of Merawi
Primary Hospital, North West Ethiopia.**

BY: Sleshi Berihun (Health officer)

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.

Acronyms

EFY	Ethiopian fiscal year
OPD	Outpatient department
HSTP	Health sector transformation plan

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Abstract

Background: client satisfaction is an important indicator of the health service quality and which is a means of consideration a hospital to improve their services. It depends on the different factors of the hospitals service, which have used to advance the needs of patient and to enhance their satisfaction.

Objectives: The objective of this study was to assess Client satisfaction and associated factors of outpatient department at Merawi Primary Hospitals Ethiopia.

Methods: Institutional based cross-sectional study design was conducted to outpatient department of Merawi primary hospital between March to April, 2017; 440 study participant was selected with randomized systematic sampling technique and selection was from outpatient service users in the public work time from Monday to Friday. A structured questioner was used to collect data. Descriptive analysis presented with tables, charts and text. Bi-variate analysis was done and variables less than 0.2 p - value were included in the multi viriate logistic regression analysis Odds ratio and 95% confidence interval were used to assess the presence and strength of association between independent variables.

Results: overall client's satisfaction was 89.6% at 95% CI (86.7% - 92.5%) from services obtained at Merawi primary hospital. Most of the respondent (82.7%) and 80.1% were satisfied waiting time to get the card and waiting time for consultation respectively. On the base of this investigation result the main predictor factor were personnel factor and the health facility factors, there were advice got about drugs (AOR=15.04(2.67-84.71), presence of clean latrine in health facility (AOR= 6.00(1.52-23.80), Information got concerned to your problem (AOR=30.08(7.21-125.53),the presence of signs, indicators (AOR=9.47(2.60-34.49),presence drinking water(AOR=3.85(1.05-14.12) and sex (AOR=0.12 (0.03-0.50),which were significant on this investigation result.

Conclusion: In the current study the overall satisfaction level was somewhat high compared to studies done in Ethiopia. predictors of the client satisfaction level in the current study was information got concerned to your problem, advice got about drugs, presence of clean latrine in the health facility, presence of sign & direction indicators, presence of clean drinking water and sex were statistically significant at p-value < .05. Respondents dissatisfied with satisfaction level measuring indicators, the presence of signs and directions clean drinking water & clean latrine in the health facility.

It is the pointer of other service at primary hospital.

1. Introduction

1.1 Back ground

Client satisfaction is the attitudes of indicator to ward health care that the facilities attempt to manage the patient at different part of the service. It consists different cognitive and emotional future and subjected by different conditions such as experience social structure and others (1).When will not assessed the wish of client services the outcome is dissatisfaction(2) All of the studies agreed that the assessment of client satisfaction is one of the fundamental methods of measuring the quality of health service provider. Service in the hospital door with outpatient department and Most service(80%)of takes place at this department, world health organization (2000) which is cited in the investigation of Tanzanian, 2016 (3, 4).

Most of health service covered with the primary health care unit, and which give attention to this unit very crucial for the satisfaction of client in the health sector. In this unit assessment of the perception of clients one of the method of increasing quality of care (23). The Ethiopian government also had more emphasis at this unit. The present of client dissatisfaction and its determinant factor such as, Un affordable cost, discontinuity of services, poor service quality and unavailability of service had assessed to govern them.(10)

The main purpose of this study to assess client satisfaction on health service at different section of outpatient department. The OPD mostly arranged in adult internal medicine, pediatrics, surgery, gynecology/obstetrics. Pharmacy and laboratory in addition registration section. Those of theme have definitive influence to client satisfaction and quality of care in the health system (24).

Therefore satisfaction has a decisive factor of treatment out come and follow up, mean that more satisfied individual convince the health professional advice and nearby to get the treatment.

1.2 statement of the problem

Client satisfaction is an important indicator of the health service quality and means of consideration to hospital to improve their services. It depends on the different factors of the hospitals service, which has used to advance the needs of clients and to enhance their satisfaction (5-7).

Evaluation of satisfaction indicates reliability of the service(1). As a result client satisfaction with health care considered an important factor of perception to service quality(8).

Ethiopia has improved access to health care but the quality and equity is not achieved, The health condition of families, which is different with age and gender and also the perception of health care seeking and utilization at society is different, Disparity of health conditions indicate inequity system of health care and Explains economical structure, cultural and system, the exposed to health hazard, and right to use of health information, these condition differences, obtain a clear influence on health effect (9-11). public services activities should meet social need and well being, BUT health service in our country is not fully meet and poor relative to the other low income countries (12, 13).

Expansion to utilization of health services remains below, Health care provider and the consumer interaction, outpatient flow is significant pointer availability of health service. The average of 0.48 person per year from the total of 43,463,879 OPD visitors 2007 EFY, which is more to 0.35 per person OPD attendants of 2006 EFY, In Amahara region OPD visit was 0.6 per person per year (14). In Ethiopia the ratio of physician to population was 1:20,970 in 2006 EFY. The proportion increases 1:17.160 in 2007 EFY. This is the reason that Ethiopian higher commissions increase the medical professional graduates in each year (14).

AT the upcoming study setting physicians to population ratio is 1:31,989 per person per year (including emergency surgery officers) of EFY 2009 and the nurse to population ratio is 1:2685, per person per year of EFY OF 2009 (includes all nurse health professionals in the district) and the proportion of all (doctors, health officers, nurses and midwifery) to population ratio is 1:1978 person per year in the same EFY, This is according to the information taken from the hospital and district health office health personnel and the district population. Personnel factor is one of the decisive predictor of client satisfaction in the health facility (10). To achieve good quality of care the physician patient relationship is an important decisive factor in the health facility (23).

Outlay the above problems, the investigator have decided to undertake this study to assess the level of client satisfaction in health care delivery services at Merawi primary hospital. The investigator has also wanted to know how the service delivery and the satisfaction of its clients look like.

1.3 Literature review

1.3.1 Patient satisfaction on OPD service

Satisfaction is an important dimension for patient service in the hospital. It has a particular indicator patient perceived on service, such as medical condition, treatment outcome and provider circumstance. For instance the health professional to population ratio was low compared to the minimum requirement to guaranty with essential health intervention(10).

Client satisfaction on OPD service investigation done other countries of the world, A cross-sectional study at outpatient department of Phnom Penh autonomous hospital (Cambodia) revealed that the overall client satisfaction was high (93.5%), but the sample size not much high to protect confounding factor (5), and a finding done 2012 at tertiary care hospital of Maharashtra (28) the level of satisfaction was almost similar to Cambodian. Studies from primary urban health center and tertiary care hospital of India the OPD health care satisfaction somewhat low against the above (85.3% and 71% respectively) (15, 16).

Across-sectional study of some African countries conducted on client satisfaction on OPD service of public hospitals, In Tanzania the total level of patient satisfaction was quit low (20%) (3), on the other hand Studies conducted 2010 in Nigeria, Aminu Kano teaching hospital show that the overall satisfaction was high compared to Tanzania (83%) (7).

A cross sectional studies of wolita sodo teaching hospital suggests that over all patient satisfaction was 54.2% and 48.8% unsatisfied(17),In the same way a study on Debre Birhan hospital explained that over all patient satisfaction had 57.7% (18), A study of Bahirdar Felge Hiwote referral hospital private wing overall satisfaction was almost similar to the above two studies, the satisfaction level for all departments (57.8) and the satisfaction level for OPD services were 53.7% (19).

General satisfaction assessment of respondents in hospital service as HSTP document and on Jimma specialized referral hospital finding was coincide(77%) (10, 20)) and in some extent patient satisfaction better from Wolita sodo , Debre Birhan and Feleg Hiwot referral hospital studies. Generally almost all studies in Ethiopia show the level of patient satisfaction was low.

1.3.2 Satisfaction of client on health facility and physical factors

Across-sectional Studies on the other world country, investigation in Cambodia of Phnom Penh hospital suggests the high level of respondents satisfied with facility of hospitals (98.5%) and the majority proportion of them satisfied cleanness of the hospital (96.5%)(5). In India assessment of

patient satisfaction from primary urban health center, the majority of them satisfied with cleanness waiting place(89%), waiting time for consulting a doctor was less half an hour (78.4%) and most respondent (88.7%) explored the presence of drinking water was accessible (15) and study at Ireland (2015) had better satisfaction in waiting time (90%)(21). In this thematic area foreign country of the world shows incremental satisfaction proportion that compared to African countries.

So, Study at African country of Nigeria (2010), Aminu Kanu teaching hospital the result indicates above half of respondent satisfied with waiting time, 27% dissatisfied with the cost that they pay(7). Assessment in the same country of Nigeria (2015) at Port Harcourt teaching hospital 48.8% and 46.8% of clients with total waiting time dissatisfied and satisfied respectively. most of the respondents (74%) satisfied with cleanness of records waiting area and 84.4% of respondents satisfied with cleanness of nurses waiting area (22). Investigation in Mulango hospital of Uganda revealed that waiting time from arrival to the end indicated stumpy level of satisfaction(6) in Botswana most of respondents displeased with time spent (63.9%)(23).

A study on wolita Sodo university teaching hospital indicated that 60% of respondents satisfied with waiting time(17).The Investigation at Hawassa university teaching hospital suggests waiting time was too long and long (26.3% and 37.4%) respectively,44.7% of respondents confirm payment is fair and 1.6% is too expensive(24).

In 2011 investigation at Jimma university specialized hospital suggestion on the availability prescribed drugs stated that 70% fully or partially did not get it, and 37.2% satisfied with waiting time to get consultation (20). Ethiopian HSTP of hospital reform states to address the waiting time to 52 min', this show that the government gives an emphasis for the indicator of waiting time satisfaction (10). Study in 2015 on Ilababur zone rural area, client satisfaction with cleanness of waiting area is lower than those of Wolita Sodo and Hawasa university teaching hospitals Investigation. The possibility is due to the characteristic of the area, and respondents on availability drugs had better satisfaction from investigation done in 2011 at Jimma university hospital and regarding to cleanness of the latrine 1.5% and 64.1% of respondents were very satisfied & satisfied respectively (25).but studies in 2016 at 26 hospitals of regional and federal hospitals of health governance explained that the median availability of all prescribed drug is 62% with its range 35% to 73%(11).

1.3.3 Personnel factors

Studies on the other world country, in Cambodia of Phnom Penh hospital suggests that the respondents had an elevated satisfaction with good manner of the professionals (97.5%)(5). At India assessment of patient satisfaction from primary urban health center explored to most of respondent satisfied with professional staff manner (87.8%)(15),

Study on the African country of Nigeria (2015) the result indicated that respondents satisfied with at good manner of nurse (77.6%) and 76.4% satisfied with manner of doctors(22). But studies in Kenya (2010) explore that 67% of respondents satisfied with the relationship of clinical officers, 66% of satisfied with the presence of privacy during consultation and above half of respondents satisfied with waiting time for consultation(26). Findings in primary health care of Botswana revealed that one third of respondents pleasurable the information given to them(23).

A study on wolita Sodo university teaching hospital indicates that 53% of respondents had got an advice how to protect the re-emergence of the disease and concerned to privacy at the time of consultation 90.7% was satisfied (17). Investigation on Hawassa university teaching hospital suggests convenient to conversation had better satisfaction from Wolita Sodo study (86%).But the majority (81%) of respondents confirms privacy was maintained, which is nearest to Wolita Sod study(24). Investigations done on the central Ethiopia of primary health center states that 47.1% of respondents had not got information about their sickness, Only 33.3% of respondents had got an advice about the recurrence of their illness (27),this is low compared to a counsel given to Wolita Sodo and Hawasan university teaching hospital studies, the possibility is the level of the facility. But studies in 2016 on 26 regional and federal hospitals the median information is better than the above (55%)(11). So the personnel factor the main decisive of client satisfaction.

Generally satisfaction level of clients on the other world countries was high compared to African countries, especially in our country context, so understanding of the determinant of client satisfaction should help policy and decision makers to implement programmes modified to clients' need as perceived by them. Therefore, the current study was conducted may inform the policy makers and providers of services what the client real need, their state of satisfaction and how the quality of service provision system can be improved.

1.4 Conceptual frame work

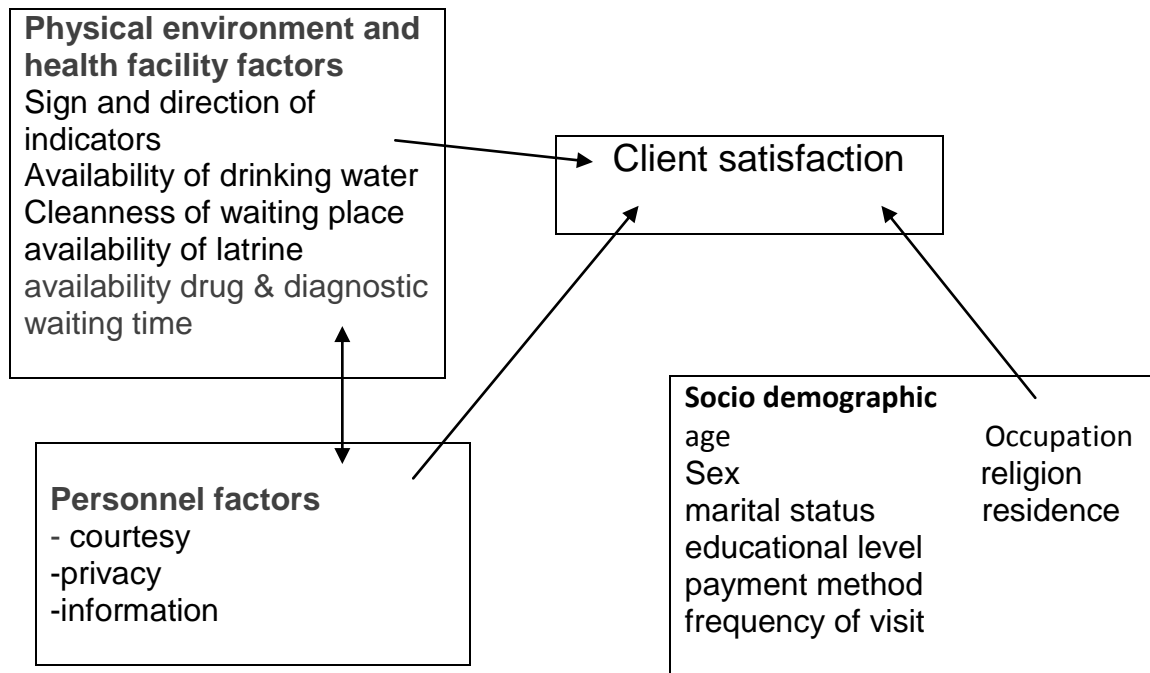


Figure 1. Conceptual framework for the objective client satisfaction on OPD service association with level of satisfaction, Developed by investigator.

1.5 Justification

Nowadays, assessing client satisfaction with health services is considered as an important component of a service quality assurance, and it is one part measurements of services in the health facility.

Even though investigation done on client satisfaction in public hospitals of outpatient department at different place of the country most of the result shows the satisfaction level was low, which indicates a continual assessment, in addition most of the study was done on tertiary hospitals. Thus current study done on merawi primary hospital should identify factors of predict the client level of satisfaction.

The result gives information the expectation of clients to address quality of care in the hospital. So it may support the policy makers, health care managers and the hospital managements to plan and implement the work of health facility.

2. Objectives

2.1 General objectives

-The general objective of this study is to assess Client satisfaction and associated factors of outpatient department at Merawi Primary Hospitals, North West Ethiopia.

2.2 Specific objectives

-To determine the level of Client satisfaction at outpatient department in Merawi Primary Hospital, North West Ethiopia.

- To identify factors associated with client satisfaction at outpatient department in Merawi Primary Hospital, North West Ethiopia.

3. Methods and materials

3.1 study area and period

The study was conducted at Merawi primary hospital of outpatient department in regular working days from April 27-May/10/2017. This study area which is located 30km far from to west of the capital city of Amahara region, Bahir Dar. The district had a total of 383,861 population, 193,850 male and 190,011 are females. In addition to Merawi primary hospital, there were 13 health centers with their 46 health posts; all health centers had a referral linkage with Merawi primary hospital. There were also 64 health professionals in the hospital. From those 8 general practitioner doctors, 4 emergency surgery officers and 19 clinical nurse and midwifery professionals, the remaining were other different profession.

3.2 Study design

Institutional based cross-sectional study design was conducted to assess client satisfaction on outpatient department at Merawi primary hospital.

3.3 Source population

Exit interview of clients whose age greater than 18 years attending Merawi hospital at OPD department for health service in data collection period.

3.4 study population

Exit interview of clients whose age greater than 18 years attending OPD during the data collection period.

3.5 Inclusion and exclusion criteria

Inclusion criteria: clients (patients and guardians) attending the hospital OPD service in the period of data collection whose age greater than 18 years.

Exclusion criteria: Clients who were severe emergency condition and mental illness, and Clients working in the study health care facility.

3.6 Sample size determination

The sample size was calculated with single population proportion formula. With the assumption 95% confidence interval and the marginal error was 5%. The proportion of population level of satisfaction is 57.1%

$$\frac{(Z_{\alpha/2})^2 p (1 - p)}{(d)^2} = \underline{\underline{377}}$$

Sample size for factors of client satisfaction (by taking the factors studies Debir Birhan hospital (18). then calculated with Epi info version 7.

<i>variables</i>	<i>Assumption</i>	<i>Sample size for two groups</i>
<i>Payment status</i>	Power 80%, proportion of unexposed population=67.1%, proportion of exposed population=52.9%, and 95% confidence interval	400
<i>Availability of drug</i>	Power 80%, proportion of unexposed population=64.0%, proportion of exposed population=27.8%, and 95% confidence interval	68
<i>Education</i>	Power 80%, proportion of unexposed population=46.4%, proportion of exposed population=68.8%, and 95% confidence interval	168

Taken the highest from the result and 10% for non respondent = $400 \times 10\% = 40$

By adding non respondent rate the total sample size will be = $400 + 40 = \underline{440}$

3.7 Sampling procedure and technique

Systematic random sampling was used to select the study participants from outpatient service users at Merawi primary Hospital. In this Hospital, there were four main sections at which the out patients can get services and an estimated average patient flow was 150 per day. The data was collected from clients attending in any of the four OPD sections. We were assuming the total of 1500 clients in the data collection period. So, our sample selection estimation was every 3rd interval of attendants.

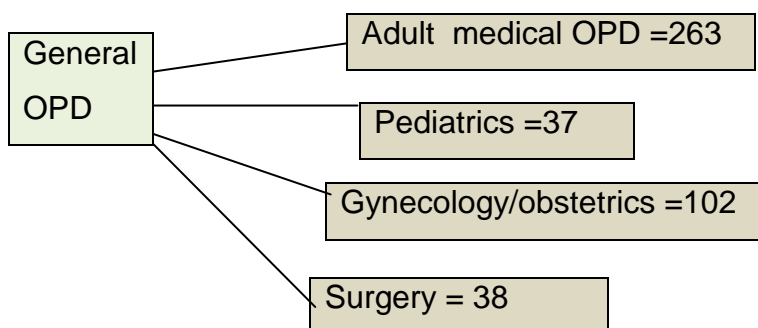


Figure 2. sample distribution in OPD section of Merawi primary hospital.

3.8 Study variables

3.8.1 Dependent variables

Satisfaction level - Computed from 16 satisfaction measuring items of Level of client satisfaction measured with 5 level of likert scale (very dissatisfied, dissatisfied, neutral, satisfied & very satisfied).

3.8.2 Independent variables

Socio demographic and economic factors:

Age, Sex, Marital status, Educational level, Occupation, religion, Residence, Payment methods and Frequency of visit

Health facility and physical environment factors: Waiting time, Availability of drug, Sign and direction of indicators, Availability of drinking water, Cleanness of waiting place and availability of clean latrine.

Personnel factor/perspective: Courtesy, Privacy, And Information

3.9 Operational definition

Satisfaction: the level (rank) of satisfaction which together above 60% of the value conceder as satisfied and the score of neutral value (60%) & less than considered as unsatisfied (1, 24, 25). satisfaction score measured by 16 items of satisfaction level of, personnel factors (courtesy, privacy, information), Health facility and physical factors (waiting time, availability drugs, clean latrine and water ...).

Courtesy: It is defined by respect and attentiveness to the patient shown by clinical personnel. It is measured by five point Likert scale(very dissatisfied, dissatisfied. neutral, satisfied & very satisfied).

Waiting time: the interval between to get a card, consultation or seen by a doctor measured by time interval.

Payment method: the source of spent for the hospital fee. Categorized in to personal out of pocket And health insurance replacement and free services and indicates their satisfaction level.

Education: Refers to the educational level of client. It is interval data.

Physical facility (availability of water, latrine, and clean waiting plac e): refers to a future of setting in which the health service is provided. It was measured by an interval data.

Privacy: it is isolation of client's entity during consultation. It was measured by Likert scale.

3.10 Data collection procedure and tools:

The questionnaire was first prepared in English and then translated to Amharic, local language, and then to English to see the consistency. The tool was modified after the pre-test. The questionnaire comprises the dependant variable indicator of patient satisfaction which was assessed using 16 questions with five level likert scale and the independent variables (socio demographic factors, health facility and physical factors and personal perspectives). There was collected using interviewer administered technique. Three data collectors who had at least diploma was recruited and employed

for data collection. After providing information and getting consent for respondents, the data collectors were collect the data. The investigator was supervised the data collection process.

3.11 Data quality assurance

The data collection instrument was pre-tested with 5% of the study subject to the other adjacent facilities not included in the current study (primary hospitals). It was used to correct the study instruments based on pre-test .The data collector was check every questionnaire for its completeness every day. The information was exchanged daily .Proper information and consent was given to the clients to assure the quality of data. Supervision was performed by investigator to ensure data quality.

3.12 Data processing and analysis

Data was checked manually for completeness and accuracy and then entered in to EPI-info version7and exported and analyzed using SPSS version 16.The dependant variable was computed from 16 satisfaction level measurement items, which was above neutral score 48 (60%) level takes as satisfied. Descriptive and frequency analysis were presented with tables, chart and texts. Bi-variate analysis was done and variables less than 0.2 p - value was included in the multi viriate logistic regression analysis, Odds ratio and 95% confidence interval was used to assess the presence and strength of association between independent variables. The p-value less than 0.05 were considered to determine the statistically significance of the association.

3.13. Ethical consideration

Before conducting the study, ethical clearance was obtained from Institutional Review Board of Institute of Public Health, Collage of Medicine and Health Science, University of Gondar. A formal letter from Amahara Regional health bureau and Merawi hospital administration permission was obtained.

Participants was informed the purpose of the study, and verbal informed consent was obtained from them. Confidentiality was maintained by skip their names and any personal identity were not raised on the questionnaire. Participants were informed participation was on voluntary and can withdraw from study participation at any stage.

4. Result

4.1 Socio-demographic feature of respondents.

A total of 440 clients were involved in this study with a response rate of 98.18 % (432). From the adult OPD 59.3% (256), gynecology/obstetrics 23.4 % (101), surgery 8.8% (38) and pediatrics 8.6 % (37) were administered the questionnaire.

The median age was 30 years ranging with a minimum of 18 year and a maximum of 71 years. From 432 respondents 178(41.2%) of males, the majority of respondents 398 (92.1%) were orthodox Christian, at the time of assessment 174 (40.3 %) of respondents were illiterate (cannot read and write) at the study setting and most of the respondents 260 (60.2%) lived in rural area. Most of respondents were married (78.7%), above half of respondents 227(52.5%) were farmers, and near to half of the respondents 203 (47%) were paid with their out pocket money. most of the respondents were come to the hospital for the first time 186 (43%).

Table 1. Socio-demographic feature of respondents on OPD serves at merawi primary hospital.

Variables		frequency	Percent(%)
sex	Male	178	41.3
	Female	254	58.8
	total	432	100
age	18-27 years	134	31.0
	28-37 years	144	33.3
	38-47 years	87	20.1
	48+ years	67	15.5
	Total	432	100.0
Religion	Orthodox	398	91.2
	Muslim	33	7.6
	Others	1	.2
	Total	432	100
Residence	rural	260	60.2
	urban	172	39.8
	Total	432	100
Marital status	Single	76	17.6
	Married	340	78.7
	Windowed	10	2.3
	divorced	6	1.4
	Total	432	100
Education	Illiterate	174	40.3
	Primary school	148	34.3
	Secondary	75	17.4
	Tertiary	35	8.1

Occupation	Total	432	100
	None employer	38	8.8
	Farmer	227	52.5
	Civil servant	26	6
	Self employ	98	22.7
	Student	43	10
Payment method	Total	432	100
	Self (out of pocket)	203	47
	Health insurance	151	35
	Free	78	18
Frequency of visit	Total	432	100
	First time	186	43
	2-4 time	174	40.3
	More than four time	72	16.7
	Total	432	100

4.2 Health facility and physical environment factors at OPD serves

Most of the respondent (82.7%) and 80.1% were satisfied waiting time to get the card and waiting time for consultation respectively. The majority of respondents (88.5 %) satisfied with the availability of prescribed drugs and supplies at the health facility. Respondents had positive response for **privacy** maintained during consultation and information got concerned to the problem (90.5 %). Above 1/3 of respondent (37%) dissatisfied the presence sign and directions indicators. with the presence of clean drinking water and the cleanness of latrine in the health facility 32.9 % and 41.5% dissatisfied respectively satisfaction level mesearing indicators but most of the respondents (94.9%) were satisfied with cleanness of waiting place.

Table 2. Client satisfaction health facility and physical environment factors at Merawi primary hospital.

Variables		frequency	Percent(%)
Outpatient visited	adult OPD	256	59.3
	Surgery	38	8.8
	gynecology/obstetrics	101	23.4
	pediatrics	37	8.6
Waiting time got the card	<30 min'	344	79.6
	30-1 hour	69	16.0
	1-2 hours	16	3.7
	More than 2 hours	3	.7
Satisfied with waiting time to get the card	Very dissatisfied	14	3.2
	dissatisfied	60	13.9
	neutral	1	.2

	satisfied	129	29.9
	Very satisfied y	228	52.8
Waiting time for consultation	<30 min'	295	68.3
	30-1 hour	103	23.8
	1-2 hours	29	6.7
	More than 2 hours	5	1.2
Satisfied waiting time for consultation	Very dissatisfied	19	4.4
	dissatisfied	64	14.8
	neutral	3	.7
	satisfied	149	34.5
	Very satisfied	197	45.6
Availability of drugs and supplies	Not at all	8	1.9
	Some prescribed drugs and supplies	109	25.2
	All prescribed drugs and supplies	315	72.9
Satisfied with Availability of drugs and supplies	Very dissatisfied	11	2.5
	dissatisfied	37	8.6
	neutral	2	.5
	satisfied	253	58.6
	Very satisfied y	129	29.9
Availability ordered laboratory& diagnostics	Not at all	2	.5
	Some prescribed diagnostics	101	23.4
	All prescribed diagnostics	327	75.7
	Not ordered	2	.5
Satisfied with Availability ordered diagnostics	Very dissatisfied	12	2.8
	dissatisfied	28	6.5
	neutral	4	.9
	satisfied	250	57.9
	Very satisfied y	138	31.9
Preens of signs and direction indicators	yes	278	64.4
	no	154	35.6
Satisfied Present of signs and direction indicators	Very dissatisfied	7	1.6
	dissatisfied	90	20.8
	neutral	63	14.6
	satisfied	205	47.5
	Very satisfied	67	15.5
Presences of clean drinking water	yes	315	72.9
	no	117	27.1
Satisfied Presences of clean drinking water	Very dissatisfied	8	1.9
	dissatisfied	98	22.7
	neutral	36	8.3
	satisfied	177	41.0

	Very satisfied y	113	26.2
Cleanness' of Waiting place	yes	413	95.6
	no	19	4.4
Satisfied Cleanness' of Waiting place	Very dissatisfied	2	.5
	dissatisfied	16	3.7
	neutral	4	.9
	satisfied	177	41.0
	Very satisfied	233	53.9
Presences of clean latrine	yes	273	63.2
	no	159	36.8
Satisfied with Presences of clean latrine	Very dissatisfied	38	8.8
	dissatisfied	132	30.6
	neutral	9	2.1
	satisfied	102	23.6
	Very satisfied y	151	35.0

4.3 Personnel factor of OPD services

Most of respondents (86.6%) were satisfied with the courtesy of doctors and privacy maintained during consultation. three quarter of the respondents was satisfied with courtesy of nurses. Most of respondents (84.2%) satisfied with courtesy of register section. High proportion of respondents (84.9% satisfied information got concerned to the problem. Most of respondents (87.3%) & (79.8%) were satisfied information got how to use and side effect of drugs respectively. The majority (90.5%) gave a positive response for privacy maintained during consultation and information got concerned to your problem. and most of respondents (92.1%) had a positive response they got advice about drugs.

Table3. Client satisfaction of Personnel factor of OPD services at Merawi primary hospital.

variables		frequency	Percent (%)
'Satisfied with courtesy of doctors	Very dissatisfied	6	1.4
	dissatisfied	48	11.1
	neutral	4	.9
	satisfied	140	32.4
	Very satisfied	234	54.2
Satisfied courtesy of nurses	Very dissatisfied	6	1.4
	dissatisfied	96	22.2
	neutral	4	.9
	satisfied	110	25.5
	Very satisfied	216	50.0
Satisfied courtesy of register	Very dissatisfied	6	1.4

section	dissatisfied	57	13.2
	neutral	5	1.2
	satisfied	138	31.9
	Very satisfied	226	52.3
Privacy mantled during consultation	Yes	391	90.5
	no	41	9.5
Satisfied privacy mantled during consultation	Very dissatisfied	4	.9
	dissatisfied	46	10.6
	neutral	8	1.9
	satisfied	172	39.8
	Very satisfied	202	46.8
Information got concerned to your problem	yes	391	90.5
	no	41	9.5
Satisfied information got your problem	Very dissatisfied	8	1.9
	dissatisfied	50	11.6
	neutral	7	1.6
	satisfied	223	51.6
	Very satisfied	144	33.3
Satisfied with information got protecting your illness	Very dissatisfied	12	2.8
	dissatisfied	80	18.5
	neutral	6	1.4
	satisfied	239	55.3
	Very satisfied	95	22.0
advice got about drugs	yes	398	92.1
	no	34	7.9
Satisfied information got how to use drugs	Very dissatisfied	7	1.6
	dissatisfied	46	10.6
	neutral	2	.5
	satisfied	230	53.2
	Very satisfied	147	34.0
Satisfied information Got side effect of drugs	Very dissatisfied	8	1.9
	dissatisfied	75	17.4
	neutral	4	.9
	satisfied	241	55.8
	Very satisfied	104	24.1

4.4. Overall level of satisfaction

The overall client's satisfaction at Merawi primary hospital OPD services was 89.6% at 95% CI of (86.7% - 92.5%), this was computed from satisfaction level measuring items.

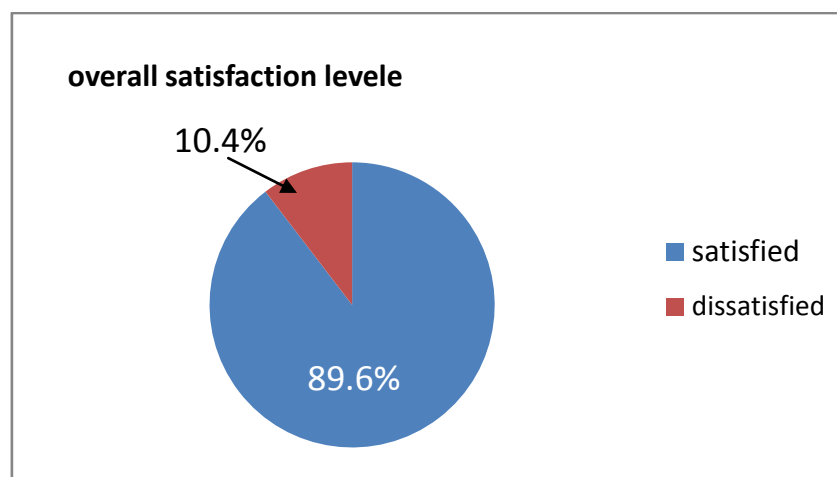


Figure 3. *Pie chart, overall client satisfaction on OPD service at Merawi primary hospital.*

4.5 Factors predict client level of satisfaction

Variables which were statistically significant with the outcome variable in the bivariate analysis at p-value less than 0.2 include: socio demographic factors (sex, residence, education, marital status & occupation), health facility and physical factors (waiting time to get the card, presence of sign & direction indicators, availability of ordered drugs & supplies, presence of clean drinking water, cleanness of waiting place and the presence of clean latrine in the health facility), and health personnel factors (privacy maintained during consultation, information got concerned to your problem and advice got about drugs). All these factors were fitted for multivariate analysis.

Finally, sex, information got concerned to your problem, presence of clean latrine in the health facility, presence of sign & direction indicators, presence of clean drinking water and advice got about drugs were statistically significant at p-value < .05.

Concerned to sex, being Male clients (AOR= 0.12, 95%CI: 0.030 - 0.497) by 88% decreases satisfied with the OPD services contrast to female clients. Clients who were aware of the presence of clean drinking water (AOR=3.85, 95% CI: 1.05 -14.12) 3.85 times more likely to be satisfied with OPD services than clients who didn't aware of the presence of clean water. Clients who were sense the presence of signs and directions of indicator of the hospital (AOR= 9.47, 95% CI: 2.60-34.49) 9.47 times more likely satisfied at OPD services than clients who had negative response to it.

Clients who were response the presence of clean latrine (AOR= 6.00, 95%CI: 1.516 - 23.8) 6 times more likely satisfied with the OPD services than clients who gave a response no clean latrine. Clients were get Information concerned your problem (AOR= 30. 08, 95%C I:7.21-125.53) 30.08 times more likely satisfied client those did not get the information to their problems, and clients were get advice about drugs (AOR= 15.04, 95%CI: 2.67-84.71) 15.04 times more likely increases satisfaction, those who did not get advice about drugs.

Table 4. Predictor factors on level satisfaction on OPD service at Merawi hospital.

Variables		satisfied	Dissatisfied	COR(95%CI)	AOR(95%CI)
sex	male	152(85.4%)	26(14.6%)	0.47(0.25- 0.88)	0.12 (0.03 -0.50)
	female	235 (92.5%)	19(7.5%)	1	1
Residence	urban	147(85.5%)	25(14.5%)	1	1
	rural	240(92.3%)	20(7.7%)	2.041(1.10- 3.80)	0.82(.146-4.63)
Marital status	Single	70(18.1)	6(13.3%)	1	1
	married	305(78.8%)	35(7.8%)	11.67(1.92-70.9)	0.573(0.09-3.80)
	widowed	9(2.3%)	1(2.2%)	8.714(1.70 - 44.84)	3.490(0.08-150.42)
	Separated/ divorced	3(.2%)	3(6.7%)	9.000(6.6 -122.90)	0.01(0.00-0.98)
Education	illiterate	165(94.8%)	9(5.2%)	3.056(.96-9.75)	16.453 (1.80-150.53)
	Primary school	126(85.1%)	22(14.9%)	.955(.334-2.782)	6.37 (.75-54.27)
occupation	secondary	66(88%)	9(12%)	1.22(.34-3.96)	3.30 (.37-29.71)
	tertiary	30(85.7%)	5(14.3%)	1	1
	Non employ	35(92.1%)	3(7.9%)	1.20(.25- 5.73)	2.54(.05-120.16)
	farmer	210(92.5%)	17(7.5%)	1.27(.41-3.07)	.818(.037-17.97)
	Civil servant	22(84.6%)	4(15.4%)	0.564((0.13-2.48)	1.37(.02-78.16)
	Self employ	81(82.7%)	17(17.3%)	.489(.15-1.55)	0.67(0.03-13.98)
Waiting time to get the card	student	39(90.7%)	4(9.3%)	1	1
	<30 min"	338(98.3%)	6(1.7%)	1	1
	30 min"-1 hour	42(60.9%)	27(39.1%)	0.03(.01-.07)	0.26(0.06-1.14)
	1-2 hours	6(37.5%)	10(62.5%)	0.011(.003-.039)	0.15(0.01-1.71)
Availability of drugs &	>2 hours	1(33.3%)	2(66.7%)	0.009(.001-.112)	0.22(0.001-51.99)
	Not at all	3(37.5%)	5(82.5%)	1	1
	Some	87(79.8%)	22(20.2%)	0.04(.008- 0.16)	2.24(0.96-52.42)

supplies	drugs& supplies				
	All drugs and supplies	297(94.3%)	18(5.7%)	0.24(0.12-.46)	3.58(0.15-88.12)
Presence of clean drinking water	yes	293(93%)	22(7%)	3.26(1.74-6.11)	3.85(1.05-14.12)
	no	94(80.3%)	23(19.7%)	1	1
Cleanness of waiting place	yes	377(91.3%)	36(8.7%)	9.46(3.60-24.67)	0.38(0.04-3.53)
	no	10(52.6%)	9(47.4%)	1	1
Are there signs &direction indicators	yes	268(96.4%)	10(3.6%)	0.13(0.06-27)	9.47(2.60-34.49)
	no	119(77.3%)	35(22.7%)	1	1
Presence of clean latrine in the health facility	yes	262(96%)	11(4%)	6.48(3.18-13.21)	6.00(1.56- 23.80)
	no	125(78.6%)	34(21.4%)	1	1
Privacy maintained during consultation	yes	366(93.6%)	25(6.4%)	26.16(6.23-109.85)	2.17(0.49-9.62)
	no	21(51%)	20(48.8%)	13.94(6.69-29.06)	1
Information got concerned to Your problem	yes	372(95.1%)	19(4.9%)	33.9415.48-74.41)	30.08(7.21-125.53)
	no	15(36.6%)	26(83.4%)	1	1
Advice got about drugs	yes	374(94%)	24(6%)	25.18(11.25-56.33)	15.04(2.67-84.71)
	no	13(38.2%)	21(61.8%)	1	1

5. Discussion

This study was conducted at Merawi primary hospital of OPD services had overall client satisfaction on computed satisfaction measuring item was 89.6% at 95% CI (86.7% - 92.5) the time of the study. This finding result revealed that the client satisfaction level lower than foreign studies of Cambodia (93.5%)(5) and Maharashtra(28), the disparity may be development difference or the minimum sample size at Cambodian studies. The finding nearly comparable to the primary urban health center of India (85.3%) (15) & studies done 2010 at Amanu Kanu hospital of Nigeria (83%) (7), may be due to almost similar study settings and even if the study settings were difference the development proportionality may result near comparable satisfaction level respectively.

But the current study overall satisfaction higher than studies done tertiary hospital of India & African countries Tanzania & studies in Ethiopia (Oromia regional state public hospitals, HSTP, Jimma university findings, Wolita Sodo, Felege Hiowte hospital and Debire Birhan referral hospital studies) which ranges with satisfaction level of 20% (Tanzania) and 80% (Oromia regional state public hospitals) (3,16,13, 10,20,17,18,19). In general the current investigation result compared with finding done in Ethiopia public health facilities had show increment to client satisfaction at OPD services; it may be due to the study settings or improvement in service management of public hospitals due to reforms.

Regarding to the current study, Advice got about drugs in this study was significant factor to increase client satisfaction (AOR=15.04, 95% CI: 2.67-84.71) but it was not shown association on other studies, may be due to analytic method and sample size difference in some studies or may be due to emphasis to change the knowlogy and the behavior of the clients, this was also detected in the health sector transformation plan of Ethiopia (10). Respondents may think that proper information about drug can lead to effective treatment with this determinant factor, the finding had a satisfaction response rate of 87.2%. The response higher than studies done in Maharashtra had a satisfaction of 45.53%(28). The difference may be due to the prior knowlogy & experience of respondents.

Information got concerned to your problem in the current study was significantly associate level of client satisfaction, (AOR=30.08, 95% CI: 7.21-125.53), which was consistent studies done wolaita sodo university teaching hospital (Ethiopia)(17). But disparity with investigation done central Ethiopia (24), the difference may be the study area difference or confounding factors and time of investigation.

According to current study Presence of clean latrine in the health facility was significant to increase the satisfaction level of clients (AOR= 6.00, 95% CI: 1.52 -23.80). But there were not show association with the satisfaction level findings done foreign country (5) and investigation done in Ethiopia (19, 25). This significant dereference may be the newly established facility may give emphasis for it or structural difference of construction that brings the level of clients satisfaction.

Presence of clean drinking water in this study was significantly associate the satisfaction level of OPD service (AOR=3.85), 95% CI: 1.05-14.12), but this item not show association the satisfaction level of other studies, this may be due to working to address client satisfaction and quality of health on the base of Ethiopian transformation plan. Even if positive response predicting the level of satisfaction, 67.2% of respondents were satisfied presence of clean drinking water in the hospital, which was lower than the findings done primary health center of India (88.7%)(15), respondents satisfied the accessibility of drinking water. The difference may become the development difference.

The current trend of civil service gives priority to client satisfaction, presence Signs &direction indicators is one of component this values. It was significantly associated to increase the satisfaction level in this study (AOR =9.47, 95% CI: 2.60-34.49), it was not in agreement study done in Adama hospital(29), may be due to study settings. At this item 63% clients satisfied, it was higher to client satisfaction on felege hiwote referral hospital private wing services 26.3%) (19), the difference might be client expectation higher in private wing services and facilities.

Sex was significantly associated with satisfaction level of this study (AOR=0 .12, 95% CI: 0.03 - 0.50), which was supported by investigation done Maharashtra (28).In this study male clients dissatisfied compared to females this may be due to male clients high expectation to service or females respondents near to service information regarding to support their families & themselves, more proportion go to health facility.

6. Strength and Limitation of the study

Strength

- The study attempts to get the enough amount of sample by calculating factors for sample size.
- The study attempted to address satisfaction, in to three sections.

Limitation

- it was institutional based investigation may not included they were not came in the in the hospital (may be social disenable biases)

7. Conclusion

Conclusion: In the current study the overall satisfaction level was somewhat high compared to studies done in Ethiopia. predictors of the client satisfaction level in the current study was information got concerned to your problem, advice got about drugs, presence of clean latrine in the health facility, presence of sign & direction indicators, presence of clean drinking water and sex were statistically significant at $p\text{-value} < .05$. most Respondents dissatisfied with satisfaction level measuring indicators, the presence of signs and directions clean drinking water & clean latrine in the health facility.

It is the pointer of other studies at primary hospital.

8. Recommendation

To increase client satisfaction & keep sustainability of satisfaction at study primary hospitals.

- Concerned bodies, Regional health bureau, zonal health office should done continual assessment of patient satisfaction and support the hospital management to sustain & increase satisfaction by evaluating predictor factors.
- Health professionals should give full information about their problems to clients and emphasis advice about drugs.
- Hospital management design for the provision of the hospital facility of sign & directions indicators, clean drinking water and clean latrine in the health facility.
- Researcher should emphasis periodic assessment to find client satisfaction predictor.
- This investigation result may present to hospital executives, zonal health management bodies and health bureau management at Amhara region to stress client satisfaction

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10. Annex

Annex A: Information sheet in English language

Title of research project Client satisfaction and associated factors at outpatient department in Merawi Primary Hospitals, North West Ethiopia.

Principal investigator Slesshi Berihun(health officer)

Advisors: 1. Dr. Gashaw Andargie (Phd,Associate Pro) Tel. 0911385423

2. Mr' Bekri Mohammed (Msc) Tel. 0920255714

Sponsor: University of Gondar

Information sheet and consent form prepared for persons who were going to participate in this research.

My name is Slesshi Berihun, student at Gondar University, masters degree programme. I will do a research on clients satisfaction attending OPD services of this hospital, It is part of my lessen. I am going to give the client information concerning our study work and I will invite you to participate in this research. Before you decide to participate as part of this research you can discuss any one to be comfort about it.

If any word that is not understands, you can forward and I can clarify it to you.

Purpose of this research proposal: client satisfaction is one of the problems attending the health service concerned to waiting time availability of prescribed drug, perceived behavior of service provider. So this research aimed to assess the cause of dissatisfaction and recommend about the service.

Procedures

We select you, based on sampling method to participate in the study. Data collectors will ask you some questions concerned to the questionnaire, about your socio demographic, satisfaction on service and related questions.

Duration of the study

If you agree to participate in the study the time will take only 10 minutes.

Risks

There is no any risk to you to be participate in the study

Benefits

Your participation in this research will not directly benefits to you as individual. It may benefit you as all that take service in this hospital from the result recommendation.

The right to withdraw from the study

If you will feel not to participate in the study. You can withdraw at any time you wish. There is no influence by withdrawing from the study or you will not loss anything.

The right to compensation

During your participation in the study time loss. There is no any compensation.

Confidentiality

Any record relating to you will be very confidential. You name or any identity that indicates you will not be registered in the study.

Voluntariness

If you do not interesting to participate you can leave out.

Consent agree to consent, the data collector present a questionnaire to respond to it.

Privacy

The data collection will be taken in a separate place to keep personal information confidential. The data not shared to others and will be discarded after the analysis ended.

Person to contact

If you will want discus any one to this study, for those any feeling, discomfort about the study or any suggestions you want to give you can contact with this address.

Principal investigator: Sleshi Berihun Tel 0913265721

Advisers at university of Gondar, collage of medicine and health science, institute of public health.

1.Dr. Gashaw Andargie (Phd.Associate Professor) Tel. 0911385423

2. Mr' Bekri Mohammed (Msc in nutrations) Tel. 0920255714

If you have realize the document I will give the chance to ask doubt, but if you agree I go on. 1. Yes, 2.no

Annex B: Consent form in English language

Department of health economics, Institute of public health , college of medicine and health science, university of Gondar study questionnaires on the client satisfaction and associated factors OPD service presenting Merawi primary hospital, west Gojjam zone, 2017.

Dear: Good morning, my name is----- I am working as data collector in research project .which is conducted by university of Gondar. I am asking and assessment client satisfaction and associated factors on OPD service. I will ask questions.

All information taken from you keep secretly, your participation is voluntary. I will not influence to answer any question who are not interesting to answer. If you fell discomfort, you can drop at any time you want. This is all about 10 minutes. If, will it your permission?

1. yes. Thank and I will continue.
2. NO, thank and you shall skip from her.

Annex C. Questionnaire presented on client satisfaction on OPD service at Merawi primary hospital.2017

Directions; The questionnaires had pre structured response. When inquire the clients circle for each questions that gives response with them.

1. The question must be on the written question.
2. Care fully listen the respondents

Section 1: socio-demographic question

CODE	QUESTIONS	RESPONSE
101	sex	1.male 2.female
102	age	-----
103	religion	1.orthodox 2.muslem 3.others
104	residence	1. urban 2.rural
105	education	1. Illiterate 2. primary school 3. secondary 4.tertiary
106	Marital status	1.single 2.maried 3. windowed 4..divorced
107	occupation	1.none employ 2.farmer 3. civil servant 4.self employ 5.student
108	Payment method	1.self(out of pocket) 3.free 2. health insurance
109	What is frequency of visit?	1. First time 2. 2-4 time 3 .more than four time

Section -2 health facility and physical environment factors

CODE	QUESTIONS	RESPONSE
201	What outpatient department you visited?	1.adult OPD 2.surgery 3.gynecollogy/obstetrics 4.pediatrics
202	How long did you wait before getting the card?	1.<30 min' 2. 30-1 hour 3.1- 2hours 4. >2 hours
203	How much satisfied with waiting time to get the card?	1.very dissatisfied 3.nuetral 2.dissatisfied 4.satisfied 5.very satisfied
204	How long did you wait before consultation?	1. <30 min' 2. 30-1 hour 3. 1- 2hours 4 . >2 hours
205	How much satisfied with waiting time for consultation?	1.very dissatisfied 3.nuetral 2.dissatisfied 4.satisfied 5.very satisfied
206	How the availability of drugs and supplies? You got.	1.Not at all 2.some prescribed drugs 3. All prescribed drugs
207	How much satisfied with the availability of drug and supplies?	1.very dissatisfied 3.nuetral 2.dissatisfied 4.satisfied 5.very satisfied
208	How was the presence of ordered laboratory diagnostic? You got	1.Not at all 2. some diagnostic 3. All diagnostic
209	How much satisfied with the availability of ordered diagnostic?	1.very dissatisfied 3.nuetral 2.dissatisfied 4.satisfied 5.very satisfied
210	Are there sign and direction indicators?	1.yes 2.no
211	How much satisfied with the present of sign and direction indicator?	1.very dissatisfied 3.nuetral 2.dissatisfied 4.satisfied 5.very satisfied
212	Is there clean drinking water?	1.yes 2.no

213	How much satisfied with the availability of drinking water in the health facility?	1.very dissatisfied 2.dissatisfied	3.nuetral 4.satisfied 5.very satisfied
214	. The waiting place is clean:	1.yes	2.no
215	How much satisfied with the cleanse of waiting place	1.very dissatisfied 2.dissatisfied	3.nuetral 4.satisfied 5.very satisfied
216	There are clean latrine in the health facility?	1.yes	2.no
217	How much satisfied with the availability clean latrine in the health facility?	1.very dissatisfied 2.dissatisfied	3.nuetral 4.satisfied 5.very satisfied

Section, 3

Personnel perspective

CODE	QUESTIONS	RESPONSE
301	How much were you satisfied with courtesy of doctors?	1.very dissatisfied 3.nuetral 2.dissatisfied 4.satisfied 5.very satisfied
302	How much were you satisfied with courtesy of nurses?	1.very dissatisfied 3.nuetral 2.dissatisfied 4.satisfied 5.very satisfied
303	How much were you satisfied with courtesy of register's section personnel?	1.very dissatisfied 3.nuetral 2.dissatisfied 4.satisfied 5.very satisfied
304	Is the privacy mantled during consultation?	1.yes 2.no
305	How were you satisfied with privacy during consultation?	1.very dissatisfied 3.nuetral 2.dissatisfied 4.satisfie 5.very satisfied
306	did you got information concerned to your illness/problem?	1.yes 2.no
307	Were you satisfied with information get about your illness/problem	1.very dissatisfied 3.nuetral 2.dissatisfied 4.satisfie 5.very satisfied
308	.Were you satisfied with information get about protecting your illness?	1.very dissatisfied 3.nuetral 2.dissatisfied 4.satisfied 5.very satisfied
309	Have you got advice about drugs?	1.yes 2.no
310	How were you satisfied with information get about how to use drugs?	1.very dissatisfied 3.nuetral 2.dissatisfied 4.satisfied 5.very satisfied

311	. How were you satisfied with information? Got about side effect of drug.	1.very dissatisfied 3.nuetral 2.dissatisfied 4.satisfied 5.very satisfied
312	How did your overall satisfaction with the delivery of health servies	1.very dissatisfied 3.nuetral 2.dissatisfied 4.satisfied 5.very satisfied

Name of data collector

sing

Annex D: የአማራጭ ኢንፎርሜሽን/መረጃ/ ሰነድ

የጥናቱ ርዕስ

ይህ መጠይቅ የተዘጋጀው በመራዊ የመጀመሪያ ደረጃ ሆስፒታል የሚገለገሉ ደንበኞች ያለውን የደንበኞችን እረካታ ለመለካት እና ተዛማጅ ምክንያቶችን ለመለየት የሚካሄድ ጥናት ነው።

የዋና አጥኝ፤ ሥም ስለሽ በሪሁን

አማካሪዎች፤ 1.ዶ/ር ጋሻዉ አንዳረጌ (ፒ.ኤች.ዲ፤ ተባባሪ ፐሮፍሰር)

2.አቶ በክሪ ሞሀመድ(ኤም.ኤስ.ሲ)

የድረጅቱ ሥም፤ የጎንደር ዩኒቨርሲቲ የህክምናና የጤና ሳይንስ ኮሌጅ የማህበረሰብ ጤና ተቋም

መግቢያ፤

ይህ የመረጃ እና የሰምምነት ቅጽ የተዘጋጀው እርስዎ ተሳታፊ እንዲሆኑ ስለተዘጋጀው እና

በምረምሩ ቡድን የሚካሄደውን ጥናት አስመልክቶ የእርስዎን ፈቃደኝነት ለማወቅ የተዘጋጀ ነው።

ጥናቱ የሚካሄድበት ምክንያት፤

የጥናቱ ዋና ምክንያት በመራዊ የመጀመሪያ ደረጃ ሆስፒታል የሚገለገሉ ደንበኞች የአገልግሎት እረካታ ለመለካት እና ተዛማጅ ምክንያቶችን ለመለየት ሲሆን የጥናቱ ዉጤትም የሆስፒታሉ ደንበኞችን እረካታ መጠን ለማወቅ እና ተዛማጅ ምክንያቶች ጉዳዮች ላይ የመፍተሄ አቅጣቻ ለማስቀመጥ እና እቅድ ለመንደፍ ለባለድርሻ አካላት እና ለበላይ አመራሮች ግባት እንዲሆን ነው።

አተገባበር፤

በዚህ ጥናት የሚሳተፉት በሆስፒታሉ የሚገለገሉ ደንበኞች ከ 18 ዓመት በላይ የሆናቸውና መረጃ በሚሰበሰቡበት ወቅት አገልግሎት ለማግኘት ከመጡት ደንበኞች መካከል የመጡበትን አገልግሎት እንደጨረሱ ነው።

የቃለ መጠየቁ ምርጫ የሚካሄደው የመጀመሪያዉ ተመራጭ በእጣ ሲሆን ከዚያ በኋላ ግን በየ ሶስተኛዉ ልዩነተ አገልግሎታቸውን ጨርሰዉ ከሚወጡት መካከል ነው።ፈቃደኛ ሁነዉ ቢሳተፉ አኛም በደስታ መረጃዉን እንሰበስባለን።ጥናቱ የሚካሄደዉ በእረስዎ መልካም ፈቃደኝነት መሰረት ነዉ። በጨረሻም ለቃለመጠየቁ ትክክለኛ መረጃ እንዲሰጡን በትህትና እንጠይቃለን።

ጥናቱ የሚጨረሰዉ ጊዜ፤ ከአስር ደቂቃ ላለበለጠ ጊዜ ሊሆን ይችላል።

ሊገጥም የሚችል ጉዳት፤ በጥናቱ በመሳተፍዎት ሊያሰከተልብዎት የሚችል ጉዳት የለም

ጥቅም፤ እርስዎ በዚህ ጥናት በመሳተፍዎ እንደ ግል የሚያሰገኝ ማበረተቻ የለም፤ ነገር ግን ከጥናቱ በሚገኝ ዉጤት እንደማንኛዉም የሆስፒታሉ ተገልጋይ ነዉ ።

ከጥናቱ ያለመሳተፍ መብት፤ በጥናቱ ለመሳተፍ ካልፈለጉ በማንኛዉም ጊዜ ማቋረጥ ይችላሉ። ባለመሰተፈዎ ሊደርስብዎት የሚችል ጫናም ሆነ ሊቀርብዎት የሚችል ነገር የለም።

ማካካሻ የማግት መብት፤ በጥናቱ በመሳተፍ ለሚያጠፉት ጊዜ ሊያገኙት የሚችል ማካካሻ የለም

ሚስጥራዊነት፤ ማንኛዉም የሚሰበሰበዉ መረጃ ሚስጥራዊነት እንዲኖረዉ ይደረጋል። ማንኛዉም እርስዎን ማንነት የሚገልጽ መረጃ አይመዘገብም.

ፈቃደኝነት፤ የእርስዎ በዚህ ጥናት መሳተፍ በእርስዎ ፈቃደኝነት የተመሰረተ ነው።ካልፈለጉ ከጥናቱ መውጣት ይችላሉ።በስምምነቱ ከተስማሙ መረጃ ሰብሳቢው በሚጠይቅዎት ምላሽ መስጠት ይችላሉ።

ክለሳ የመኖር፤ የግለሰብን መረጃ ለመጠበቅ መረጃ ሰብሳቢዎ በተናጥል ይዎስዳል።መረጃ ለማነኛውም ሰው አይሰጥም እናም ጥናቱ እንዳለቀ ይወገዳል።

በማነኛውም ሁኔታ ጥያቄ ማግኘት ሲፈልጉ በሚከተለው አድራሻ ማግኘት ይችላሉ።

የአጥኝዉ ስም፣ ስለሽ በሪሁን ስለክ 0913265721

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Annex E: በአማርኛ ቋንቋ የተተረጎመ ደንበኞች በጥናቱ ፈቃደኛ መሆናቸዉን የሚገለጽበት የስምምነት ሰነድ

ጤና ይስጥልኝ ሥሜ ----- ይባላል። በዚህ በጎንደር ዩኒቨርሲቲ የሁለተኛ ዲግሪ ተማሪ የሆኑት አቶ ስለሽ በሪሁን የምርምር ጥናት መረጃ ሰብሳቢ ነኝ። እናም በተመላላሽ ህክምና ክፍል በደንበኞች እርካታ እና ተዛማጅ ጉዳዮች ላይ ጥያቄ አቀርብላችኋለሁ።

የምጠይቃችሁ ጥያቄዎች ሚስጥራዊነታቸዉ የተጠበቀ ነዉ። የእናተም ተሳተፎችሁ በፈቃደኝነት የተመሰረተ ነዉ እጅ ጥያቄዉን እንደተመልሱ ጫና አይደረግባችሁም።ለጥያቄዉም ምቹነት ከሌላችሁ በማነኛውም ሰዓት ማቋረጥ ይችላሉ። ጥያቄዉንም ለመጨረስ አሥር ደቂቃ ያለበለጠ ጊዜ ሊጨርስ ይችላል። በጥያቄዉ ለበለጠ መብራራት ሚያስፈልግ መስሎ ከታየዎት መረጃ ሰብሳቢዉን መጠየቅ ይችላሉ።

ፈቃደኛ ከሆኑም እናመሰግናለን ጥያቄዉን እቀጥላለሁ።

ፈቃደኛም ካልሆኑም እናመሰግናለን መሄድ ይችላሉ።

AnnexF:ቃለ መጠይቅ በአማርኛ ቋንቋ

በጎንደር ዩኒቨርሲቲ የህክምናና ጤና ሳይንስ ኮሌጅ የማህበረሰብ ጤና ሳይንስ ተቋም/ኢንሰቲትዩት/

በመራዊ የመጀመሪያ ደረጃ ሆስፒታል በ2009 ዓ.ም የደንበኞችን እርካታ ለመለካት እና ተዛማጅ ጉዳዮችን ለመለየት የቀረበ ቃለ መጠይቅ ነው።

ጠቅላላ አቅጣጫ፡፤ ቃለ መጠይቁ በቅድሚያ መልስ እንዲሆን በአማራጭ ሆኖ የተዘጋጀ ነው።

1. ሊጠይቁት የሚገባ ጥያቄ በመጠይቁ ላይ የተቀመጠውን ብቻ ነው። 2. ደንበኞችን በጥሞና ማዳመጥ

3. ቃለ መጠይቅ ሲያደረጉ ደንበኞች የሚሰጡትን ምላሽ ትክክለኛውን በማክበብ ያስቀምጡ።

የጥያቄው ኮድ,,,,,,,,,,,,,

ቀን-----

ክፍል-1 ማህበራዊ እና ኢኮኖሚያዊ በተመለከተ

ኮድ	ጥያቄ	መልስ
101	ፆታ	1. ወንድ 2. ሴት
102	ዕድሜ
103	ሀይማኖት	1. ኦርቶዶክስ 2. ሙስሊም 3. ሌላ
104	ነዎሪነትዎ	1. ገጠር 2. ከተማ
105	የትምህርት ሁኔታ-	1. ማንበብ መጽፍ የማይችል 3. የሁለተኛ ደረጃ ትምህርት 2. የመጀመሪያ ደረጃ ትምህርት 4. የሶስተኛ ደረጃ ትምህርት
106	የጋብቻ ሁኔታ	1. ያላገባ/ች 3. ተለያይቶ የሚኖር 2. ያገባ /ች 4. የፈታ/ች
107	የሥራ ሁኔታ	1. ስራ ፈላጊ 3. የመንግስት ሰራተኛ 2. አርሶአደር 4. በግሉ የሚሰራ 5. ተማሪ
108	የህክምና ወጭ ሁኔታ	1. በተናጥል በግለ ኪስ 2. በጤና መድሃኒት 3. ነፃ
109	ወደ ሆስፒታሉ የመጡት ስንተኛ ጊዜዎች ነው?	1. የመጀመሪያ ጊዜ 3. ከ4 ጊዜ በላይ 2. ከ2--4 ጊዜ

ክፍል 2. በጤና ድርጅቱ እና በጤና ድርጅቱ ገጽታ በተያያዘ

ኮድ	ጥያቄ	መልስ
201	የት ክፍል ነዉ አገልግሎቱን ያገኙ?	1. ከአዋቂዎች ምርመራ ክፍል 3. ማህጸንና ጽንሰ ክፍል 2. ቀዶ ጥገና 4. ህጻናት ክፍል
202	ካርድ ለመግኘት ምን ያህል ጊዜ ጨረሰበዎት?	1. ከ30 ደቂቃ ያነሰ 3. ከ1 ሰዓት እስከ 2 ሰዓት 2. ከ30 ደቂቃ እስከ 1 ሰዓት 4. ከ2 ሰዓት በላይ
203	ካርድ በመግኘት የጊዜ ሁኔታዉ ምን ያህል አረከተዋል?	1. በጣም አልረከሁም 4. አረከቻለሁ 2. አልረከሁም 5. በጣም አረከቻለሁ

		3.ሀሳብ አልሰጥበትም
204	ሀኪምዎችን ለማግኘት ምን ያህል ጊዜ ወሰድብዎት?	1.ከ30 ደቂቃ ያነሰ 2 ሰዓት 2.ከ30 ደቂቃ እስከ 1 ሰዓት 3. ከ1 ሰዓት እስከ 4.ከ2 ሰዓት በላይ
205	ሀኪምዎችን ለማግኘት በወሰድብዎት ጊዜ ምን ያህል እረክተዋል?	1.በጣም አልረካሁም 2.አልረካሁም 3.ሀሳብ አልሰጥበትም 4. እረክቻለሁ 5. በጣም እረክቻለሁ
206	የታዘዘልዎትን መድሀኒት አግተዋል?	1.ምንም አላገኘሁም 2. በከፊልም ቢሆንም አግኝቼለሁ 3.ሁሉንም
207	መድኃኒት በመገኘትዎ ምን ያህል እርካታ አለዎት?	1.በጣም አልረካሁም 2.አልረካሁም 3.ሀሳብ አልሰጥበትም 4. እረክቻለሁ 5. በጣም እረክቻለሁ
208	በሽታ ለመለየት የታዘዘልዎትን ምርመራ አግተዋል?	1. ምንም አላገኘሁም 2. በከፊልም ቢሆን አግኝቼለሁ 3. ሁሉንም 4.አልታዘዘለኝም
209	የታዘዘልዎትን የበሽታ መለያ ምርመራ በማግኘትዎ ምን ያህል እርካታ አለዎት?	1.በጣም አልረካሁም 2.አልረካሁም 3.ሀሳብ አልሰጥበትም 4. እረክቻለሁ 5. በጣም
210	አቅጣጫ ጠቋሚ ምልክቶች አሉ?	1.አዎ 2. የለም
211	በአቅጣጫ ጠቋሚዎች እነ ምልክቶች በመታገዝዎት ምን ያህል እረክተዋል?	1. በጣም አልረካሁም 2.አልረካሁም 3.ሀሳብ አልሰጥበትም 4. እረክቻለሁ 5. በጣም እረክቻለሁ
212	ንጹህ የመጠጥ ዉሃ አለ?	1.አዎ 2. የለም
213	ንጹህ የመጠጥ ዉሃ በመኖሩ ሁኔታ ምን ያህል እረክተዋል?	1.በጣም አልረካሁም 2.አልረካሁም 3.ሀሳብ አልሰጥበትም 4. እረክቻለሁ 5. በጣም እረክቻለሁ
214	የመቆያ ቦታዉ ንጽህና አለዉ?	1. አዎ 2.የለዉም
215	ምን ያህል እረክተዋል በመቆያ ቦታዉ ንጽህና ?	1.በጣም አልረካሁም 2.አልረካሁም 3.ሀሳብ አልሰጥበትም 4. እረክቻለሁ 5. በጣም እረክቻለሁ
216	ሆስፒታሉ ንፁህ መጻዳጃ አለዉ?	1.አዎ 2. ንፁህና የለዉም
217	በመጻዳጃ ቤቱ ንጽህና ምን ያህል እረክተዋል?	1.በጣም አልረካሁም 2.አልረካሁም 3.ሀሳብ አልሰጥበትም 4. እረክቻለሁ 5. በጣም እረክቻለሁ

ክፍል-3 ከባለሙያዎች ጋር በተያያዘ

ክፍል	ጥያቄ	መልስ
301	ሀኪም/ዶክተር/ባለሙያ ስነምግባር እና ርህራሄ ምን ያህል እረከተዋል?	1. በጣም አልረከሁም 2. አልረከሁም 3. ሀሳብ አልሰጥበትም 4. እረከኛለሁ 5. በጣም እረከኛለሁ
302	ነገሶች ባለሙያ ስነምግባር እና ርህራሄ ምን ያህል እረከተዋል?	1. በጣም አልረከሁም 2. አልረከሁም 3. ሀሳብ አልሰጥበትም 4. እረከኛለሁ 5. በጣም እረከኛለሁ
303	ካረኛ ሰራተኞች ባለሙያ ስነምግባር እና ርህራሄ ምን ያህል እረከተዋል?	1. በጣም አልረከሁም 2. አልረከሁም 3. ሀሳብ አልሰጥበትም 4. እረከኛለሁ 5. በጣም እረከኛለሁ
304	በምርመራ ወቅት ከሌላ ይደረግለዎታል ?	1. አዎ 2. የለም
305	ከሌላ በመኖሩ ምን ያህል እረከተዋል?	1. በጣም አልረከሁም 2. አልረከሁም 3. ሀሳብ አልሰጥበትም 4. እረከኛለሁ 5. በጣም እረከኛለሁ
306	በችግርዎት ዙሪያ ሙሉ መረጃ አግተዋል?	1. አዎ 2. የለም
307	በችግርዎት ዙሪያ ባገኙት መረጃ/ትምህርት/ምን ያህል እረከተዋል ?	1. በጣም አልረከሁም 2. አልረከሁም 3. ሀሳብ አልሰጥበትም 4. እረከኛለሁ 5. በጣም እረከኛለሁ
308	ያለዎትን ችግር ለመከላከል/ ለመቋቋም/ በተሰጠዎት ምክር ምን ያህል እረከተዋል?	1. በጣም አልረከሁም 2. አልረከሁም 3. ሀሳብ አልሰጥበትም 4. እረከኛለሁ 5. በጣም እረከኛለሁ
309	ስለመድሃኒት በተመለከተ ምክር ተሰጥቶዎታል	1. አዎ 2. የለም
310	ስለመድሃኒት አጠቃቀም ባገኙት ምክር ምን ያህል እረከተዋል?	1. በጣም አልረከሁም 2. አልረከሁም 3. ሀሳብ አልሰጥበትም 4. እረከኛለሁ 5. በጣም እረከኛለሁ
311	መድሃኒት ሊያሰከተለው ስለሚችለው ጠንቅ በተደረገለዎት ምክር ምን ያህል እረከተዋል ?	1. በጣም አልረከሁም 2. አልረከሁም 3. ሀሳብ አልሰጥበትም 4. እረከኛለሁ 5. በጣም እረከኛለሁ
312	በአጠቃላይ በተደረገልዎት መስተካከያ/አገልግሎት/ ምን ያህል እረከተዋል?	1. በጣም አልረከሁም 2. አልረከሁም 3. ሀሳብ አልሰጥበትም 4. እረከኛለሁ 5. በጣም እረከኛለሁ

የመረጃ ሰብሳቢ ስም

ፊርማ -----

Annex F: Assurance of investigator

The under signed agree to accept responsibility for scientific ethical and technical conduct of the research project and for provision required progress report as pre terms and conditions of the research and publications of the university of Gondar.

Name of the student Sleshi Berihun (Health Officer)

Date ----- signature-----

Approved by(s)

Advisers

1. D/r Gashaw Andargie (Phd, Associate professor) -----

2. Mr' Bekri Mohamed (Msc) -----